



TENNESSEE REGULATORY AUTHORITY

460 James Robertson Parkway
Nashville, Tennessee 37243
Telephone (615) 741-2904

Sara Kyle, Chairman
Lynn Greer, Director
Melvin Malone, Director

K. DAVID WADDELL
Executive Secretary

November 1, 2001

Mr. James C. McCanless, III
McCanless & Co., Inc.
P. O. Box 1687
Nolensville, Tennessee 37135

RE: PETITION OF UNITED TELEPHONE COMPANY TO CHANGE AND
INCREASE CERTAIN INTRASTATE RATES AND CHARGES...

DOCKET NO. 01-00451

Dear Mr. McCanless:

Thank you for your letter of October 30, 2001. Your letter has been placed in the official docket in this matter.

You may access all other documents and notices in the case through our Electronic File Room on our web page at www.state.tn.us/tra or at our offices at 460 James Robertson Parkway in Nashville utilizing the above referenced docket number.

Again thank you for your interest in the work of the Tennessee Regulatory Authority. If you have any questions please feel free to contact me at (615) 741-2904 extension 142.

Sincerely,

K. David Waddell
Executive Secretary

McCanless & Co., Inc.
P.O. Box 1687
Nolensville, TN 37135

October 30, 2001

Attn: Tennessee Regulatory Authority
Eddie Roberson c/o Greg Mitchell

Re: Rate increase application by United Telephone

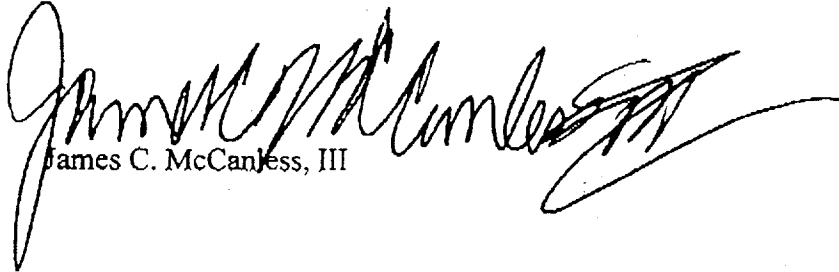
Mr. Mitchell:

We are strongly opposed to any increase in rates by United Telephone for the following reasons:

- The level of service provided by United Telephone in both repair and customer service is substandard at best. One example of poor repair service is the errant ring that we receive at our office daily. One of our local lines will ring constantly until we disconnect the line. United Telephone's answer after checking out the problem was that they had no clue what the problem was and could not fix it.
- An example of poor customer service is the continued claim by United Telephone that commercial accounts will receive individualized voice mail boxes, i.e. each person at an office gets a voice mail account rather than one general account. This claim has been made for a year and a half with no product to show for it.
- United Telephone's obstinate attitude when working with long distance resellers and communication solutions providers. An example is AT&T's inability to direct bill customers in United Telephone's area. This is an exclusionary and self-dealing practice given United Telephone's ability to resell long distance. AT&T service is provided by United Telephone, but it would take a year to decipher the AT&T billing on a United Telephone bill.
- United Telephone has not opened up itself to local competition. The 1996 Telecom Reform Act was intended to stop such self-dealing practices, but this must not apply to United Telephone.
- Some miscellaneous items that are offered to Bellsouth customers but not United Telephone customers are commercial caller ID, DSL Service (especially with a circuit switch across the street from our office), and commercial call forwarding. When will United Telephone join the 21st century and offer these items?

Given the complaints listed above, we humbly ask that United Telephone keep their rates the same as they are now. United Telephone is higher than Bellsouth on commercial accounts and residential accounts. They need to make do with what they have been given. Thank you for allowing our participation.

Sincerely,

A handwritten signature in black ink, appearing to read 'James C. McCanless, III'. The signature is stylized with a large initial 'J' and a long, sweeping horizontal line at the end.

James C. McCanless, III